

## **WCF DISPUTE RESOLUTION COUNCIL**

### **CHARTER:**

The Working Capital Fund Dispute Resolution Council (Council) is established to resolve disputes between Working Capital Fund (Fund) customers and the Fund Manager. The Council shall establish its own schedule and operating procedures necessary to carry out its business. The Council may recommend revisions to this Charter deemed necessary to carry out its duties.

1. The Council will be established by majority vote of the Executive Board (Board) and shall be chaired by a representative of the Office of Hearings and Appeals nominated by the General Counsel Board member and approved by majority vote of the Board.
2. The Council will be comprised of the Chairperson and voting members from four Program Offices either (a) nominated by the Board from a list of volunteer received, or (b) selected at random by the Board and approved by majority vote of the Executive Board. Program Office representatives shall serve one year terms and these representatives will be selected on a rotating basis. The Council may seek advice on legal matters from the Office of General Counsel and on budgeting and accounting matters from the Chief Financial Officer as necessary. If a dispute involves an organization represented on the Council, that member will recuse him/her self from participating in resolution of that issue and will not vote on the issue.
3. When Fund customers have disputes that are not resolved with the Fund Manager in a timely manner, either the customer's authorized resource manager, Senior Program manager, or the Fund Manager may request that the Dispute Resolution Council review the disputed matter. Disputes will be presented in writing in a short memorandum format which will be prescribed by the Council. The Council will notify all affected parties and provide them with copies of each dispute as soon as possible after receipt.
4. The Council will explore options for a satisfactory resolution of those disputes referred to it and determine a recommended solution. The Council

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Chair will finalize the Council's findings and recommendation for solution within 30 days of receipt of the dispute and present them to the Executive Board as soon as possible.

5. The Executive Board will decide by majority vote whether or not to accept the recommended solution. If the Board requests additional information, the Fund Manager and/or the customer will provide the information as soon as possible. The Board may seek advice from the General Counsel, the Chief Financial Officer, or other sources as necessary. The decision of the Board is final and shall be binding on the Fund Manager and the customer.

#### **COUNCIL MEMBERSHIP:**

##### Chair:

Richard Tedrow, HG, (202) 426-1659

##### Members:

Barbarra Male, EM, (202) 586-1665

Roger Lewis, DP, (301) 903-5553

Gail Stern, FE, (301) 903-4293

Fred Glatstein, EE, (202) 586-9262

##### Staff:

Bob Emond, ME-15 (202) 586-2354